

TANISH GULATI



tanishgulati@yahoo.com |



+971 565476140 | Dubai



Strategy & Leadership | Hospitality industry| Global Spectrum| Pre-Opening| Operations Management| Business Development| Team Management| Customer Experience| Sales & Marketing| Branding| Profit Centre Support|

**Enterprising and Decisive Leader | Effective Business Partner |
Encourages Innovation**

Summary: Business strategist and Operations Leader, having close to 15 years of rich & insightful experience in the Global Hospitality space. Hold the distinction of having worked with prestigious organizations in the industry. Bring along an amalgamation of academic excellence and corporate expertise, having leveraged the opportunity to continuously hone the skills. Demonstrated excellence in supporting business objectives, driving revenue, being a part of core teams in identifying industry trends & customer preferences and mapping the same with organizational strategy to direct top line and bottom line strategies. Proven competence in piloting operational roadmap & blueprint, with a firm eye on synergizing the same to deliver business & revenue goals. Extensive people management experience, having excelled in a holistic engagement with internal as well as external stakeholders at all levels of hierarchy & functions. Possess exemplary organization, time management, multitasking, communication, and supervisory skills.

PROFESSIONAL

Hyatt International (Hyatt Place Dubai Wasl District & Hyatt Place Dubai Baniyas Square: Total Inventory of 434 Rooms) (May 15- Present)

Mar 18- Present: Assistant Hotel Manager

May 15- Feb 18: Front Office Manager

- Responsible to coordinate duties of hotel departments including Housekeeping, Front Office, Engineering, and Food & Beverage Teams
- Have been consistently lauded for effectively partnering with the business teams to support sales & marketing strategies, while keeping a close tab on the cost to impact the bottom line significantly
- Assisting on all levels of guest relations, including conflict management, to ensure repeat business and customer satisfaction
- Working closely with cross-functional teams to ensure employees perform assigned tasks and cater effectively to guest requirements
- Managing guest feedback, comments, and complaints to maximize guest satisfaction, create memorable experiences, and increase guest return rate
- Focusing on Problem Resolution to address any guest issues and training staff in Problem Resolution, achieving exemplary levels of customer experience, in turn facilitating positive word of mouth to drive business objectives
- Charged with providing a strong lobby presence to greet, assist, and connect with guests, with additional responsibility for giving detailed information & ensuring seamless services to the guests
- Playing a pivotal role in mentoring & grooming the staff, while ensuring the entire workforce is aligned with the planned business & operational objectives
- Handling the MIS and Business Reporting for various functions, playing a pivotal role in supporting the key decision makers to take better & effective business decisions

Swissôtel Hotels & Resorts (Fairmont Raffles Hotels International), Swissotel Kolkata/Goa (Mar 10- Apr 15)

Apr 14- Apr 15: Front Office Manager, Kolkata

Sep 13 – Mar 14: Assistant Front Office Manager, Kolkata

Feb 13 - Aug 13: Revenue Manager, Goa

Jan 13 –Feb 13: Assistant Revenue Manager, Kolkata

Nov 11 – Dec 12, Reservations Manager, Kolkata

Mar 10 – Oct 11, Duty Manager, Kolkata

- Was part of the core team involved in Pre-opening for both the Properties of the Swissotel Hotels & Resorts in India – The Swissotel Kolkata Neotia Vista & The Swissotel Goa
- Played a pivotal role in driving operations & business accountabilities at different points of time during the tenure

- Responsible to implement revenue management strategies and processes, in order to optimize and maximize revenues
- Instrumental in aligning diverse functions and ensuring organizational as well as customer objectives & requirements are met effectively
- Monitored the performance of the workforce and ensured the same adheres with all stipulated processes, procedures and internal as well as external standards
- Collected, compiled and analyzed the data to identify trends and facilitate decision pertaining to hotel rates
- Handled the entire liaison with online travel agencies (OTAs), handled mobile marketing, hyper-interactive consumers and direct competitors to drive the business
- Guided sales and marketing teams in the most effective positioning for their selling strategies and campaigns

Key Highlights:

- Awarded number one ranking in India for LQA (external) Audits while headed FO
- Part of implementing BBAR (rate strategy), as one of the pilot hotels for this program
- Chosen to be a departmental trainer for the department and conducted regional trainings in India
- Nominated for “Leader of the Quarter” from Front Office and Sales & Marketing Department
- Chosen to be a Suggestive Selling Champion for the property and represented the same at Asia Pacific Rooms Division Meet in China

EARLY YEARS

THE PARK, Hyderabad - Duty Manager -Pre Opening (Aug 09 - Mar 10)
 THE GRAND, New Delhi - Duty Manager (Jan 09 - Aug 09)
 NORTON HOUSE HOTEL, Edinburgh, UK – FO Receptionist (Oct 07 - Nov 08)
 HYATT REGENCY, Delhi - Front Office Supervisor (May 06 - Jul 07)

ACADEMIC CREDENTIALS

BA in International Hospitality Management from Institute of Advanced Management, Kolkata, and West Bengal, affiliated from Queen Margaret University College, Edinburgh.

Diploma in Hotel and Catering Management from Institute of Advanced Management, Kolkata, India affiliated from AICTE.